



POLICE TELECOMMUNICATOR I (OPEN)

SALARY RANGE: \$3,208 - \$3,372 - \$3,545 - \$3,727 - \$3,917 - \$4,118
FINAL FILING DATE: CONTINUOUS

MINIMUM QUALIFICATIONS

Any combination of education and experience equivalent to graduation from high school and one year of public contact employment.

Certificates/Licenses

- Must submit a signed and dated copy of a valid Typing Proficiency Certificate, two years old or less, for at least 40 NET words per minute at time of application. The Typing Proficiency Certificate **must** specify the total number of gross words per minute typed, number of typing errors, and the net typing speed for a 5-minute timed evaluation (**refer to example below**). The Typing Proficiency Certificate must be an unaltered copy from a government agency, business college, public school, or other recognized agency that regularly tests and issues certificates of typing skills, and must be on their **official letterhead**.

<u>NAME OF AGENCY</u>	
Gross words per minute	45
Minus number of errors	5
Net words per minute	40
Timed minute evaluation	5

- California Driver's License: Must possess a valid California Driver's License by time of appointment.

Other Requirements

Must be able to pass a background investigation. Must be willing to work evenings, night, weekend and holiday shifts on a rotation basis. Must be willing to be called back or held over to maintain minimum staffing levels.

THE POSITION

Under general supervision, receives 911 system emergency and non-emergency calls; dispatches assignments according to established procedures; operates various telecommunications center equipment; performs related work as assigned.

THE EXAMINATION

Those applicants who qualify in terms of relevant education and experience will be invited to participate in the examination process. The examination may include:

- POST Written Examination (Weighted 50%)
- Oral Examination (Weighted 50%)
- Background Investigation (For Successful Candidates)

In the event of identical ratings, names shall be arranged in order of application date/time, and, if the same, then arranged alphabetically.

ALL APPLICATIONS MUST BE COMPLETED FULLY AND SUBMITTED ON AN OFFICIAL CITY OF STOCKTON APPLICATION FORM. INCOMPLETE APPLICATIONS WILL BE REJECTED AND CANNOT BE REVISED AFTER THE CLOSING DATE. RESUMES ARE ENCOURAGED, BUT MAY BE SUBMITTED AS ADDITIONAL INFORMATION ONLY.

City of Stockton
POLICE TELECOMMUNICATOR I
Supplemental Information

The City of Stockton is accepting applications for the position of Telecommunicator in the Communications Division of the Police Department. This position requires individuals to be alert, responsible, diligent, thorough, and to speak clearly and concisely. Telecommunicator must exercise good judgement under very demanding circumstances while maintaining a professional demeanor with citizens who may be abusive, excited, intoxicated, ill, disabled, or incoherent. This position also requires sitting for long periods of time.

Telecommunicators must quickly develop skill in operating various radio and telephone equipment in receiving and processing requests for Police emergency service and a multi-channel Computer-Aided Dispatch (CAD) system console and related equipment to dispatch appropriate units. The work is characterized by a need for intense concentration and awareness on a prolonged basis. Loss of concentration or poor judgement could result in serious consequences to life and/or property.

Probationary Telecommunicators are sent to a three-week P.O.S.T. certified dispatch academy. The academy is offered at various out-of-town locations (tuition and lodging is paid by the City). During initial training, shift assignments for Telecommunicators in the Police Department will vary. After successful completion of the formal training program, shift assignments are based primarily on seniority. During the training period, Telecommunicators may work any of the four (4) shifts on a rotating basis: 5:00 p.m. to 3:00 a.m. (swing shift), 9:00 p.m. to 7:00 a.m. (graveyard shift), 7:00 a.m. to 5:00 p.m. (days), or 11:00 a.m. to 9:00 p.m. (staggered shift). Telecommunicators routinely work weekends and holidays.

If you are considered for a position, you will be required to submit to an extensive background investigation. You will also be required to pass a medical exam, including drug screen, as part of the preplacement process. The medical examination is at City expense conducted by the City physician. If you are currently working, you are urged not to resign until you have been officially notified by the Personnel Department of selection for a position.

Experience has shown that many applicants for Telecommunicator I consider only the positive aspects of the job while ignoring some of its less attractive features. As a result, when new employees encounter negative job features they sometimes react by leaving the job before training is completed (sometimes in only a few months). Early resignations which result from lack of accurate job knowledge contribute to a much higher than desirable attrition rate among Telecommunicators.

While there are many satisfying and rewarding aspects to this position, it is important for all applicants to carefully consider both the negative and positive features of this new career before deciding to test for the position.

The job factors listed below are some features of the Telecommunicator I position about which many applicants are unaware. If any of these items present problems for you, we strongly suggest you consider alternative employment choices which may better fit your career goals.

WORKING ENVIRONMENT

- May be unable to physically leave your worksite (i.e., walk around, use the restroom, get coffee, etc.) at any time other than two (2) fifteen (15) minute breaks and a thirty (30) minute lunch.
- You may be required to sign up for lunch and rest breaks by seniority.
- You will be unable to smoke, eat, or drink at your worksite at any time.
- You will work in a room with low lighting, no windows, and which is located below ground level.
- You will work within an organization structured on a "military" model.
- During training, you will be regularly reminded of errors and mistakes.
- You will work at a rapid pace over which you have little control.
- You will have to maintain intense concentration and attention for extended periods of time.

WORK SCHEDULE

- You will be required to work all four (4) shifts during the training period on a rotating basis. Therefore, shift assignments are based on seniority.
- You will be required to work weekends on a regular basis.
- You may have to work Thanksgiving Day, Christmas Day, New Year's Day, any or all holidays, depending on your scheduled work days.
- You will have to obtain childcare between 5:00 p.m. and 3:00 a.m. (swing shift), 9:00 p.m. and 7:00 a.m. (graveyard shift), 7:00 a.m. and 5:00 p.m. (day shift), or 11:00 a.m. and 9:00 p.m. (staggered shift), as well as during the day.
- You will have to get childcare for weekends and holidays on a regular basis.
- You will no choice on which days you work and have rotating days off.
- During on-the-job training, you will have to work the same shift, days and hours as your instructor.
- You may have to change work shift or cancel holiday plans on short notice, due to possibility of an order back to work.

TYPES OF NEGATIVE CALLS

- Answer telephone calls where someone screams at you.
- Answer telephone call where the caller directs obscene language at you.
- Answer and respond to telephone calls where the caller is drunk, irrational, or confused.
- Answer and respond to calls where a violent crime is in progress.
- Answer and respond to telephone calls in which the caller is almost impossible to understand.
- You may have to make quick decisions on which one or more person's safety is at stake.
- Tell someone who expects police service that their problem does not require police unit response.

WE STRONGLY ENCOURAGE YOU TO SCHEDULE A VISIT TO THE COMMUNICATIONS CENTER AND SEE FIRST-HAND WHERE YOU WOULD BE WORKING. PLEASE CALL THE SENIOR POLICE TELECOMMUNICATIONS SUPERVISOR AT (209) 937-8512 TO ARRANGE FOR A TOUR.



EQUAL OPPORTUNITY EMPLOYER

CITY OF STOCKTON
HUMAN RESOURCES DEPARTMENT
22 E. WEBER AVE., SUITE 150
STOCKTON, CA 95202

OFFICE USE ONLY

Analyst
Date

☐ Accepted

Ineligible because of:

☐ Education☐ Lic./Cert.

☐ Experience☐ Other

1. POSITION APPLYING FOR: Police Telecommunicator I

2. NAME:

6. DRIVER'S LICENSE #:

3. ADDRESS:

7. VETERAN'S PREFERENCE: Yes☐ No☐
If yes, attach copy of DD-214 or DDN-214

CITY/STATE/ZIP:

8. CERTIFICATES: (If required, attach)
TYPING NET WPM:
STENOGRAPHIC NET WPM:
OTHER:

4. TELEPHONE NUMBER: ()

5. SOCIAL SECURITY #:

9. **EXPERIENCE RECORD:** List most recent experience first, including paid and voluntary experience, that you feel qualifies you for this job. THIS SECTION MUST BE COMPLETED. A resume may be attached for supplemental information only. DO NOT INDICATE "REFER TO RESUME."

FROM MO / YR	TO MO / YR	TOTAL YRS / MOS	EMPLOYER: LOCATION:	JOB TITLE: SALARY:	PART-TIME <input type="checkbox"/>
			JOB DUTIES:		
REASON FOR LEAVING:					
FROM MO / YR	TO MO / YR	TOTAL YRS / MOS	EMPLOYER: LOCATION:	JOB TITLE: SALARY:	PART-TIME <input type="checkbox"/>
			JOB DUTIES:		
REASON FOR LEAVING:					
FROM MO / YR	TO MO / YR	TOTAL YRS / MOS	EMPLOYER: LOCATION:	JOB TITLE: SALARY:	PART-TIME <input type="checkbox"/>
			JOB DUTIES:		
REASON FOR LEAVING:					
FROM MO / YR	TO MO / YR	TOTAL YRS / MOS	EMPLOYER: LOCATION:	JOB TITLE: SALARY:	PART-TIME <input type="checkbox"/>
			JOB DUTIES:		
REASON FOR LEAVING:					
FROM MO / YR	TO MO / YR	TOTAL YRS / MOS	EMPLOYER: LOCATION:	JOB TITLE: SALARY:	PART-TIME <input type="checkbox"/>
			JOB DUTIES:		
REASON FOR LEAVING:					

10: **EDUCATION AND TRAINING:**

Circle Highest Grade Completed	8	9	10	11	12	G.E.D.	COLLEGE	1	2	3	4	Grad Studies?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Colleges or Universities Attended			Location		From	To	Units Completed	Major		Degree				

11. CONVICTION: Have you ever been convicted of a criminal violation of the law? You may exclude traffic-related infractions. Note: A “yes” answer will not automatically disqualify you from employment. Also, to the extent consistent with California law, a fingerprint check may be used to verify such information. Yes <input type="checkbox"/> No <input type="checkbox"/>	CONVICTION DATES & NATURE: (Attach a separate sheet, if needed.)
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CERTIFICATION OF APPLICANT: I hereby certify that all information that I have provided in connection with my application for employment with the City of Stockton is true and acknowledge that any misstatements made in my application or during any portion of the application process may result in my being disqualified from consideration or terminated from employment with the City of Stockton.

SIGNATURE: DATE:

Please provide the following information. It is being requested for statistical purposes only. Should you choose to provide the information, it will be detached from your application immediately upon receipt and will not be used in evaluating your qualifications for employment or for any other purpose proscribed by article 1, section 31, of the California Constitution.

ETHNIC ORIGIN – Please check only one.

1. ☐ White – Caucasian, Anglo Saxon
2. ☐ Black – All persons having origins in any of the Black racial groups
3. ☐ Hispanic – All persons of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture or origin, regardless of race
4. ☐ American Indian/Alaskan Native – All persons having origins in any of the original peoples of North America
5. ☐ Chinese
6. ☐ Japanese
7. ☐ Filipino
8. ☐ Other Pacific Islander
9. ☐ Other

SEX

- ☐ Male
- ☐ Female

AGE GROUP

- ☐ Under 21
- ☐ 21-29
- ☐ 30-39
- ☐ 40-49
- ☐ 50-59
- ☐ 60 or Older

Title of Position Applying for

How did you hear about the position?

